

EDIFIER Eclarity RIC OTC Hearing Aids Manual BC Warnings WARNING: If you are younger than 18, do not use this. You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older. This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important. WARNING: When to See a Doctor If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT). • Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident. • You saw blood, pus, or fluid coming out of your ear in the past 6 months. • Your ear feels painful or uncomfortable. • You have a lot of ear wax, or you think something could be in your ear. • You get really dizzy or have a feeling of spinning or swaying (called vertigo). • Your hearing changed suddenly in the past 6 months. • Your hearing changes: it gets worse then gets better again. • You have worse hearing in one ear. • You hear ringing or buzzing in only one ear. WARNING: This hearing aid should not cause pain when inserting it. Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later. These PRECAUTIONS point out situations which could cause minor or moderate injuries to the user or to the hearing aid. • You should familiarize yourself fully with the entire contents of this user manual before using the Eclarity RIC OTC hearing aids to ensure personal safety and correct use. • Contact the EDIFIER Support Center for support if your hearing aids don't perform as described in this user manual. • Do not attempt to modify the shape of the hearing aid or receiver wire yourself. Caution and Notes Caution: This is not hearing protection. You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs. Caution: The sound output should not be uncomfortable or painful. You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device. Caution: You might need medical help if a piece gets stuck in your ear. If any part of your hearing aid, like the earplugs, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously. Note: If you remain concerned, consult with a professional. If you use this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional. Note: What you might expect when you start using a hearing aid. A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss. People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices. If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening, for example, noisy environments. Note: Tell FDA about injuries, malfunctions, or other adverse events. To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them "adverse events", and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc. Instructions for reporting are available at https://www.fda.gov/Safety/MedWatch, or call 1-800-FDA-1088. You can also download a form to mail to FDA. Product Overview Hearing Aid Overview Switch button (Volume up button) Power on/off button (Volume down button) Microphone Charging contact Dome Wearing detection mirror Color coding Receiver wire Wax guard Receiver Note: Your receivers are color coded. Left = blue, Right = red. Charging case Charging indicator Reset button Charging port (USB-C) Operation Guide Preparing hearing aids for use Step 1: Check the hearing aids and accessories in the box. If any part of the product is damaged or lost, please contact us. Step 2: Attach the domes that fit you to the receivers. To ensure the dome is securely mounted, gently lift the lower part of the dome and verify that the collar fully covers the ribbed end of the receiver. Step 3: Align the receiver with the hole of the hearing aid and insert it. Step 4: Place the hearing aids in the charging case and close the lid for 5 seconds. The hearing aids will then be ready to use. Note: We recommend fully charging both the hearing aids and the charging case before use. (See page 11 for charging instructions.) Operation Guide Wearing hearing aids Step 1: Gently place the hearing aid body behind your ear. The hearing aid body should rest near the top of your ear. The curved section of the receiver wire should be wrapped around the front of your ear. Note: If you wear glasses, place the hearing aid between them and your ear. Step 2: Hold the receiver wire at the bend. Gently insert the dome into your ear canal. Step 3: Fully insert the dome into your ear canal until the receiver wire is flat against your ear and the dome feels secure. Do not insert it past this point. Note: There may initially feel unusual or cause slight itchiness in your ear canal. If you're uncomfortable, try a different size dome that fits your ear better. Operation Guide Volume adjustment The volume buttons are located on the rear of each hearing aid. You can effortlessly adjust the volume level. Switch button (Volume up button) Power on/off button (Volume down button) Hearing aid mode To change modes, press and hold the switch button for 2 seconds. You'll hear a sound indicating the new mode. <table><tr><th>Mode</th><th>General Mode (Default)</th><th>Indoor Mode</th><th>Outdoor Mode</th></tr><tr><td>Sound</td><td>General Mode</td><td>Indoor Mode</td><td>Outdoor Mode</td></tr></table> Bluetooth audio mode (Music mode) The hearing aid can connect to smart devices for audio streaming via Bluetooth. First pairing Step 1: Open the lid and keep the hearing aids in the case. The indicator will then flash one by one in a circulating pattern. Step 2: Enable the Bluetooth function on your smart device. Step 3: Select "EDIFIER Eclarity RIC" in your device's Bluetooth list to connect. Note: For subsequent use, the hearing aid will automatically connect to the device used last time. Indicator light EDIFIER Eclarity RIC Operation Guide Pairing with a new device Step 1: Place the hearing aid in the charging case with the lid open, then press and hold the button on the case for 3 seconds. The indicator light will flash one by one in a circulating pattern. Alternatively, turn off the hearing aid manually and then press and hold the power on/off button on the hearing aid for 6 seconds until you hear the "pairing" voice prompt. Step 2: Enable the Bluetooth function on a new smart device. Step 3: Select "EDIFIER Eclarity RIC" in your new device's Bluetooth list to connect. Bluetooth audio mode (Music mode) button operation <table><tr><td>Press volume up button</td><td>Increase phone call/audio volume</td></tr><tr><td>Press volume down button</td><td>Decrease phone call/audio volume</td></tr><tr><td>Press volume up/down button</td><td>Answer a call</td></tr><tr><td>Press and hold volume up/down button for 2 seconds</td><td>Hang up a call</td></tr><tr><td>Press and hold volume up button for 2 seconds</td><td>Switch modes</td></tr></table> Charging Charging the hearing aids Place the hearing aids in the charging case and close the lid securely. This will start charging the hearing aids automatically. A full charge takes about 1 hour. Step 1: Place the hearing aid in the charging case with the lid open, then press and hold the button on the case for 3 seconds. The indicator light will flash one by one in a circulating pattern. Alternatively, turn off the hearing aid manually and then press and hold the power on/off button on the hearing aid for 6 seconds until you hear the "pairing" voice prompt. Step 2: Enable the Bluetooth function on a new smart device. Step 3: Select "EDIFIER Eclarity RIC" in your new device's Bluetooth list to connect. Maintenance and Cleaning Replacing domes Inappropriate domes may cause howling and swelling. If it feels uncomfortable or the sound is unclear, try a different size. Step 1: Hold one end of the receiver and gently remove the dome. Step 2: Take a new dome and place the receiver at the center of it. Step 3: Slide the dome onto the receiver outlet. Ensure that it fits snugly onto the receiver. Step 1 Step 2 Step 3 Replacing wax guards The wax guard can effectively prevent the earwax from entering the hearing aid and causing damage. Please replace the wax guards every 3 months and never reuse old filters. Step 1: Pinch the external receiver and remove the dome. Step 2: Insert the end of the wax kit without the new wax guard into the sound outlet of the external receiver. Step 3: Pull out the wax guard kit. It will take out the old wax guard. Step 4: Insert the end with the new wax guard into its original position and secure it tightly. Then pull out the wax guard kit. Step 1 Step 2 Step 3 Step 4 Maintenance and Cleaning Care and Cleaning To protect the hearing aids, store them in the charging case with the lid closed when you're not using them. To avoid damage and preserve sound quality, it is important to clean the hearing aids regularly. Wipe the hearing aids daily with a soft, dry cloth. Use the provided cleaning brush to gently clean the receiver wire and microphone. Do not expose batteries in conductive materials, liquid, fire or heat. Keep your hearing aids away from excessive heat and direct sunlight. Remove the hearing aids before sleeping, bathing or swimming to prevent them from getting wet. Never use alcohol or other cleaning solutions to clean your hearing aids. Doing so can damage your hearing aids and irritate your skin. Step 1 Step 2	Mode	General Mode (Default)	Indoor Mode	Outdoor Mode	Sound	General Mode	Indoor Mode	Outdoor Mode	Press volume up button	Increase phone call/audio volume	Press volume down button	Decrease phone call/audio volume	Press volume up/down button	Answer a call	Press and hold volume up/down button for 2 seconds	Hang up a call	Press and hold volume up button for 2 seconds	Switch modes
Mode	General Mode (Default)	Indoor Mode	Outdoor Mode															
Sound	General Mode	Indoor Mode	Outdoor Mode															
Press volume up button	Increase phone call/audio volume																	
Press volume down button	Decrease phone call/audio volume																	
Press volume up/down button	Answer a call																	
Press and hold volume up/down button for 2 seconds	Hang up a call																	
Press and hold volume up button for 2 seconds	Switch modes																	

Troubleshooting

Issue	Potential cause	Potential solution
Howling or feedback	The domes are improperly inserted	Re-insert them into your ears
	The domes are not the right size	Choose the right size domes
	Excessive earwax	Clean your ears or visit your doctor
No sound	The hearing aid volume is too loud	Turn down the volume
	The receiver wire is cracked or damaged	Contact us for a replacement
	When the hearing aid is placed in the charging case, the charging contacts are not in good contact	Clean the charging contacts of the hearing aids and charging case
Low, weak or unclear sound	The charging case is out of power	Charge the charging case
	Powered off	Power on the hearing aid
	Battery depleted or low battery	Charge the hearing aid
	The sound outlet of the receiver is blocked	Clean the sound outlet
	The dome or wax guard is blocked	Clean the dome. Replace the old wax guard with a new one
The indicator light is off	Low volume	Turn up the volume
	Low battery	Charge the hearing aid
	Domes are too loose	Choose the right size domes
	The dome or wax guard is blocked	Clean the dome. Replace the old wax guard with a new one
The indicator light is off	Excessive earwax	Clean your ears or visit your doctor
	Hearing change	Visit your doctor
	Hearing aids are not placed correctly	Reposition so that the charging contacts make full contact
The indicator light is off	The charging case is out of power	Charge the charging case

Important Information

Important safety instructions

Only use attachments/components specified by the manufacturer. Do not use the hearing aids without the supplied domes attached.

This product contains magnetic material. The recommendation is to keep your hearing aids at least 6 inches (15 cm) away from magnetically susceptible medical devices, including but not limited to pacemakers, ICDs, cochlear implants, neurotransmitters, stents, and shunts. Consult your physician to determine whether it may affect any implantable medical devices you have.

WARNINGS

To avoid risk of injury, use this product only with an agency-approved power supply, such as a USB wall charger or computer, that meets local regulatory requirements (e.g., UL, CSA, VDE, CCC) and complies with one of the following or equivalent test standards: IEC 60601-1, IEC 62368-1, IEC 60065, or IEC 60950-1. Do not use the hearing aids near other equipment unless instructed to do so in this manual, as this could result in improper operation. If such use is necessary, observe the hearing aids and other equipment to verify that they are operating normally.

WARNINGS

Avoid use of accessories, transducers, and cables not specified or provided by the manufacturer as it could result in increased electromagnetic emissions or decreased electromagnetic immunity as well as improper operation of the hearing aids and charging case.

WARNINGS

Only use adapters that have been certified by recognized safety organizations to ensure they meet safety and performance requirements. Using non-compliant adapters can lead to electrical malfunctions, fires or other dangers.

WARNINGS

Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type.

A warning that batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.

Never disassemble, hit with force, squeeze batteries or dispose of batteries in fire.

Do not expose batteries in conductive materials, liquid, fire or heat.

Do not let metal object contact two battery poles. If the battery looks swollen, leaking, discolored, having odor or any abnormal appearance, stop using it.

Do not use the battery after it is immersed in water.

Improper use of battery may lead to explosion or leakage, causing skin burn or other injuries; in the event of battery leakage, handle it with care and immediately dispose of the battery in the manner in compliance with applicable laws and regulations in your locality.

The battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

Important Information

Expected service lifetime

The product has an expected service life of five years when used as intended.

Environmental conditions

Hearing aids work best in:

Temperature: -10°C to 40°C

Humidity: <80%

Pressure: 86 kPa to 106 kPa

For transport or storage:

Temperature: -40°C to 55°C

Humidity: <93%

Pressure: 50 kPa to 150 kPa

Handle with care and avoid impacts.

Disposal

This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality disposal service, or the shop where you bought this product. The hearing aids are part of a medical electrical system that includes the charging case and a power supply capable of providing an output of DC 5V 500mA, such as a USB wall charger or computer (not included).

For products with a built-in battery that lasts for the lifetime of the product, removal may not be possible for the user. In this case, recycling or recovery centers handle the dismantling of the product and the removal of the battery. If, for any reason, it becomes necessary to replace such a battery, this procedure must be performed by authorized service centers. Please discard waste batteries separately from other waste streams, including from mixed municipal waste. Please discard waste batteries in designated separate collection points. The symbol indicating "separate collection" for all batteries and accumulators shall be the crossed-out wheeled bin.

Specifications

Maximum output sound pressure level (OSPL ₉₀)	<117dB
High-frequency average (HFA) OSPL ₉₀	112dB±3dB
High-frequency average full-on gain (HFA-FOG)	30dB±5dB
Equivalent input noise level	28dB±3dB
Frequency response range	400Hz to 5000Hz
Total harmonic distortion	≤3%+3%
Battery current drain	10mA